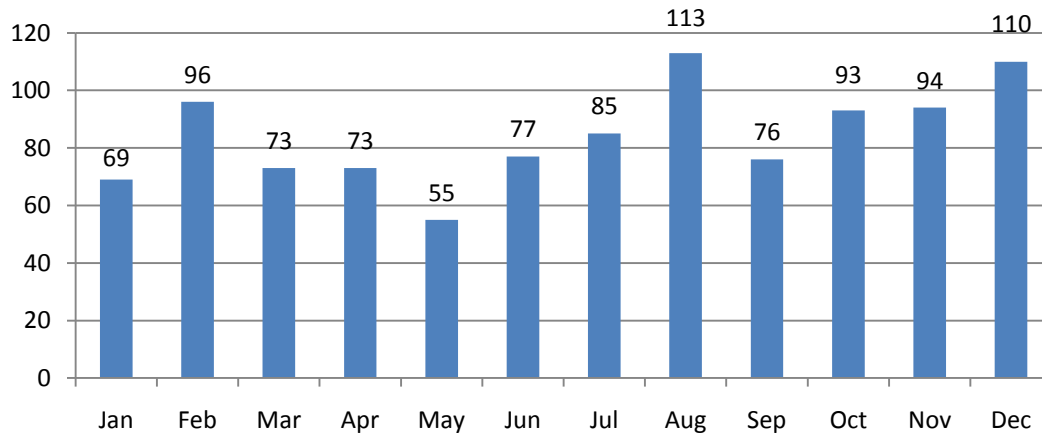


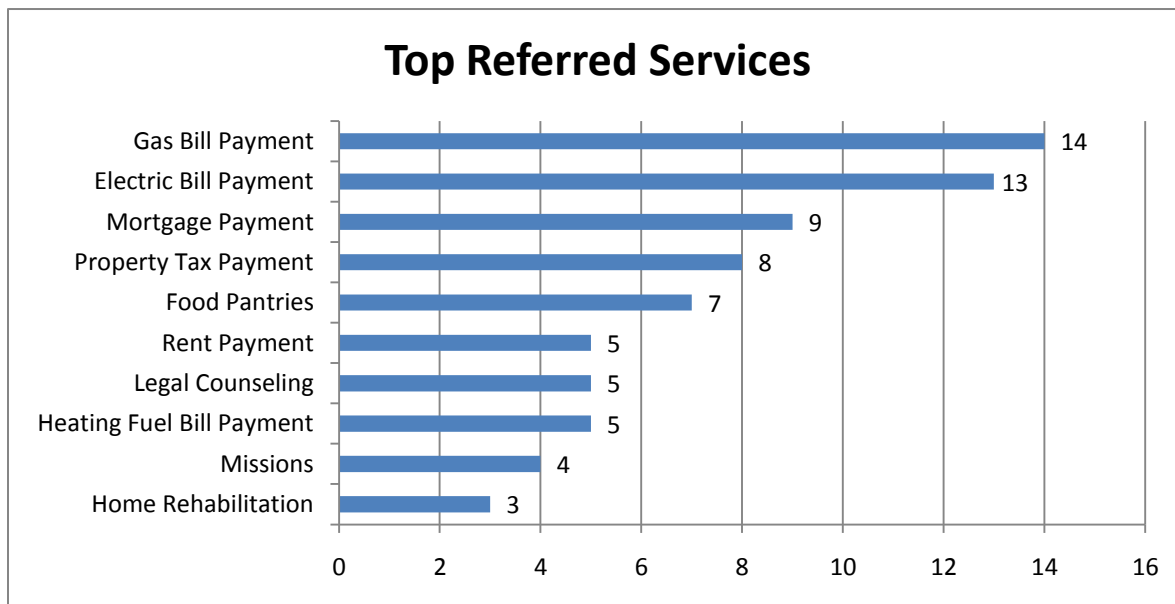


2009 Call Volume



The above graph shows call volume from St. Joseph County for 2009

Referrals/Unmet needs



This figure lists the top five services for which referrals were made in December, along with the number of referrals made for each service.

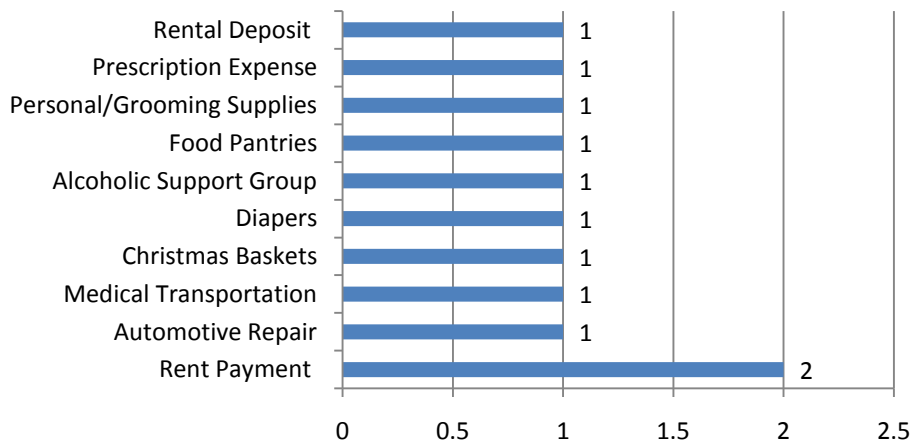
Community Action	34
Dept. of Human Services	21
Salvation Army	9
Legal Services of SC MI	4
Keystone Place	4
Comm. Mental Health Services	3
Emergency Care Network	3

These are the agencies to which the highest numbers of referrals were made during the month of December.

Riverside Church	3
Commission on Aging	3



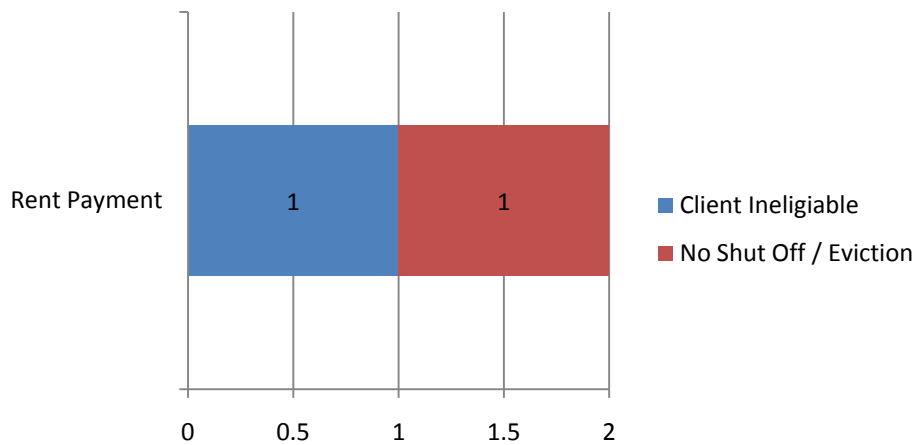
Unmet Requests



The above figure shows the top ten unmet requests categories during December, along with the number of unmet needs for each service.

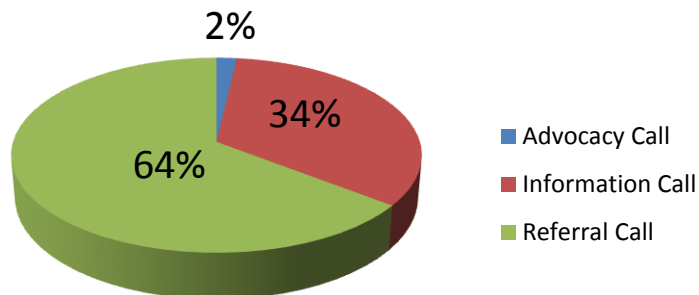
The bottom figure shows reasons that referrals could not be made for rent and utility unmet needs, which for this month was only help with rent payment.

Unmet Rent and Utility Requests



Demographic Data

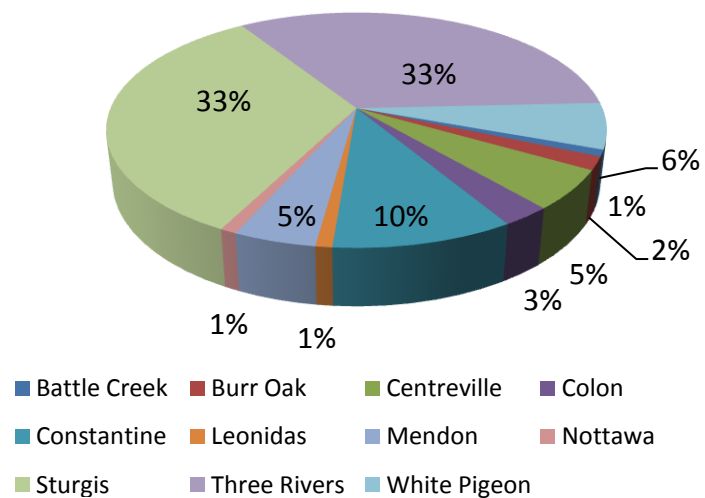
Type of Call



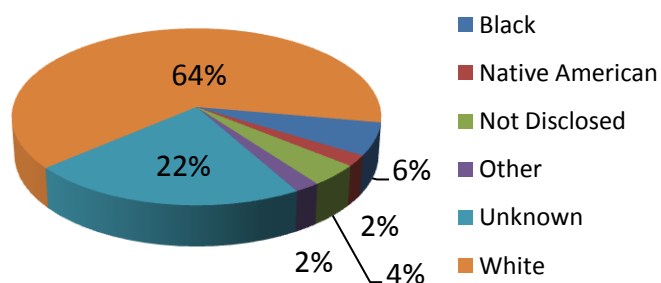
An information call is one where the caller is looking for information; this could be a phone number, hours, etc. A referral call is one where a referral is given to one or more services. An advocacy call is one where 211 staff members offer advocacy to ensure that people receive the benefits and services to which they are entitled.

This figure breaks out service requests geographically. The majority of requests in December came from Sturgis and Three Rivers residents (33% each). Constantine (10%) and White Pigeon (6%) had the third and fourth highest call amounts, respectively.

Geography

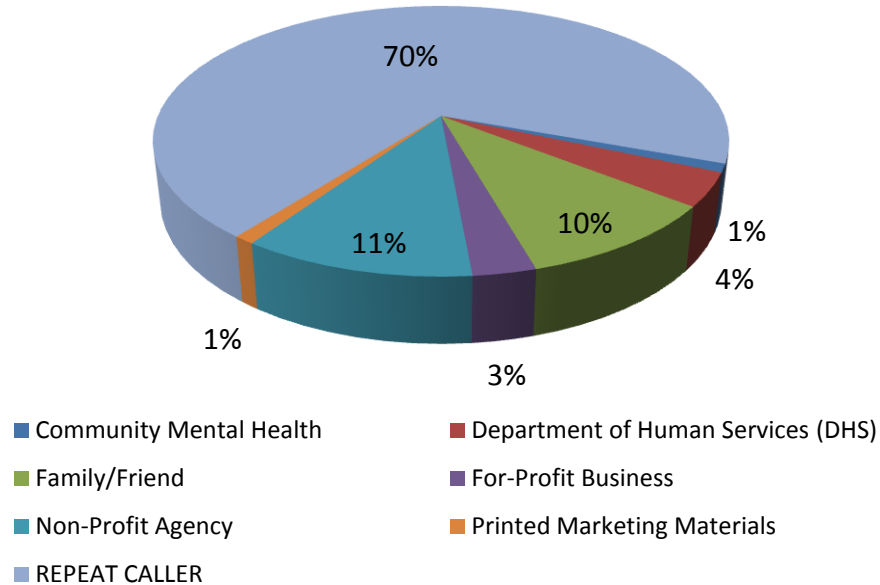


Ethnicity



Ethnicity is asked of each caller. The client can choose to “not disclose” their ethnicity. The “not recorded” number reflects those individuals that were anonymous.

How Did You Hear About 2-1-1?



The above figure shows how people heard to call 2-1-1 in St. Joseph County.